

ARGUMENTS/REMARKS

Claims 1 through 11, 13 through 20, and 22 are currently pending in the present application. Claims 21 and 23 have been canceled without prejudice. Claims 1, 18 and 20 are independent. Claims 1, 2, 8, 14, 18, 19, 20 and 22 have been amended.

Applicants sincerely appreciate the indication of allowable subject matter with respect to dependent claims 21-23.

The subject matter of claim 21 has been incorporated into the method of claim 1. The subject matter of claim 23 has been incorporated into apparatus claims 18 and 20. Claim 22 has been amended to depend on amended claim 1.

Present independent claim 1 is directed to a method for speaker segmentation method for associating a segment of speech for each of two or more sides of a summed audio interaction, with one of the two or more sides of the interaction, using additional information. The method includes a receiving step for receiving the at least one summed audio interaction from a capturing and logging unit. Claim 1 further provides for a segmentation step for associating the at least one segment with one side of the at least one interaction, the segmentation step comprising a parameterization step for transforming a speech signal into a set of feature vectors and dividing the set into non-overlapping segments; an anchoring step for locating an anchor segment for each of the at least two sides of the interaction, and a modeling and classification step for associating at least one second segment with each side of the interaction. Claim 1 further provides for a scoring step for assigning a score to said segmentation.

The anchoring step of claim 1 requires selecting a homogenous segment as a first anchor segment; constructing a first model of the homogenous segment; and selecting a second anchor segment such that its model is different from the first model.

Present independent claim 18 is directed to an apparatus for speaker segmentation, for associating a segment of speech for each of two or more speakers participating in an audio interaction, with a side of the interaction, using additional information. The apparatus includes a segmentation component for associating a

segment within the interaction with one side of the interaction and a scoring component for assigning a score to said segmentation. The segmentation component includes a parameterization component for transforming a speech signal into a set of feature vectors and dividing the set into non-overlapping segments, an anchoring component for locating an anchor segment for each side of the interaction and a modeling and classification component for associating a segment with each side of the interaction; and a scoring component for assigning a score to said segmentation. The anchoring component is selecting a homogenous segment as a first anchor segment, and a second anchor segment having a statistical model different from a statistical model associated with the first anchor segment.

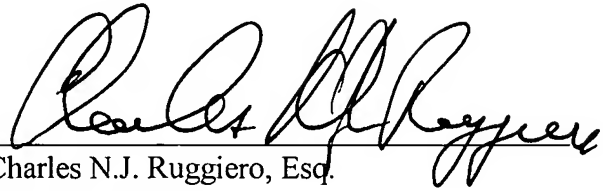
Present independent claim 20 is directed to an apparatus for quality management for interaction-rich speech environments, including a capturing or logging component for capturing or logging an audio interaction in which at least two sides communicate, a segmentation component for segmenting the audio interaction, and a playback component for playing at least a part of the audio interaction. The segmentation component includes a parameterization component for transforming a speech signal into a set of feature vectors and dividing the set into non-overlapping segments, an anchoring component for locating an anchor segment for each of the sides of the interaction, and a modeling and classification component for associating a second segment with each side of the interaction. The anchoring component selects a homogenous segment as a first anchor segment, and a second anchor segment having a statistical model different from a statistical model associated with the first anchor segment.

Withdrawal and reconsideration of the 35 U.S.C. 103 rejections are now respectfully requested. Passage to allowance of claims 1 through 11, 13 through 20, and 22 is respectfully requested.

Respectfully submitted,

July 1, 2009

Date

A handwritten signature in black ink, appearing to read "Charles N.J. Ruggiero", written over a horizontal line.

Charles N.J. Ruggiero, Esq.

Reg. No. 28,468

Attorney for the Applicants

Ohlandt, Greeley, Ruggiero & Perle, LLP

One Landmark Square, 10th Floor

Stamford, CT 06901-2682

Tel: 203-327-4500

Fax: 203-327-6401